

Attachment F1

Instructions for Completion and Submission of the Complaint System Log

Complaint System Logs are due in the State Monitor Advocate's office by the **30th** working day of the month following the end of a quarter. E-mail complaint logs to: Jose.Ocasio@MassMail.State.MA.US.

Reporting Quarters are as follows:

1st quarter ends September 30th
2nd quarter ends December 31st

3rd quarter ends March 31st
4th quarter ends June 30th

WDB / OSCC: Enter name of location submitting the complaint log.

Program Year (PY): Enter PY for which report is being submitted. Each Program Year begins July 1 and ends June 30th.

Complaint Officer: Enter the name of the complaint officer or back-up assigned to this location.

Quarter Ending: Check quarter, according to ending month, for which the report is being submitted.

Complaint Number (No): Enter the complaint number assigned by local office to the complaint (Last two digits of Program Year + consecutive 3 digit ID number. (Example, first complaint of PY 2010 will be: 10-001, the next 10-002)). Complaint numbers should run continuously throughout the Program Year, restarting at #1 beginning July 1 of each Program Year.

Date: Enter date complaint was received.

Name of Complainant: Enter name of individual / interested party lodging the complaint.

Name of Respondent: Enter name of the organization / person against which the complaint is being lodged.

Type: Highlight the numeric identifier to indicate type of complaint: **1** Career Center Service; **2** Non-Career related; **3** Employer; **4** Training; **5** Crime, Fraud, Waste; **6** Discrimination; **7** Apparent Violation

MSFW: If complaint is filed by or on behalf of a Migrant/Seasonal Farm Worker highlight - YES, if not, highlight NO (response must be entered, do not leave blank)

Status of Complaint: Highlight the numeric identifier to indicate: **1** In process, Local; **2** Info Request, Local; **3** In-process, State; **4** Info Request, State; **5** Hearing; **6** Enforcement Agency; **7** Appeal to USDOL Regional Administrator; **8** Remanded to local level. The appropriate status identifier should be highlighted on a timely basis as the complaint reaches each new status level.

Comments: Enter any appropriate comments / notes pertinent to the complaint.

Resolved: Highlight the numeric identifier to indicate: **1** Local Level; **2** State Level; **3** Hearing Level; **4** Enforcement Agency; **5** Did Not Appeal; **6** Fail to Respond; **7** USDOL Regional Administrator

Requests for additional information or forms may be directed to José V. Ocasio, State Monitor Advocate, at (617) 626-5587 or Jose.Ocasio@MassMail.State.MA.US